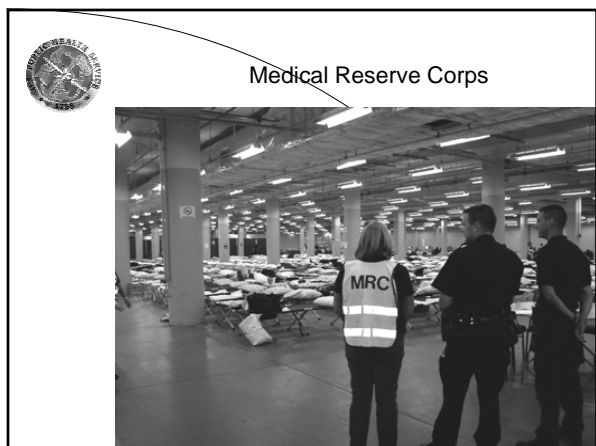



Surgeon General's Call Center

- 24-48 hours set-up, 2 week duration
- 34,000 volunteers
- 4,000+ Credentialed
- 1400+ deployed as uncompensated, temporary federal employees









Issues

- Standard of Practice/Standard of Care
- Licensure and Competency
- Privacy Act



Issues

- Standard of Care
 - Expectations





Issues

- Standard of Care
 - Expectations
 - The “baggie” or the “bottle”
 - Informed consent



Issues

- Licensure and Competency
 - Expectations
 - What is the obligation of the team leader?





Issues

- Licensure and Competency
 - Expectations
 - What is the obligation of the team leader?
 - Redirecting resources
 - **Who let that engineer give shots?**
 - FTCA



Issues

- Privacy Act

- Who owns and maintains medical records?
- Volunteers – what information can be collected and maintained?





